

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Currently Amended) A method to aggregate evaluation of at least one metric across a plurality of resources, comprising:

forming groups of resources of the plurality of resources using a predetermined criteria comprising resources of a same type;

determining an aggregate evaluation of a selected metric for ~~a group~~each group of resources of the plurality of resources, the selected metric being specific to each group;

adjusting the aggregate evaluation of the selected metric for each group in response to evaluation criteria; and

determining a combined aggregate evaluation for all selected metrics for all groups of resources; and

determining if any predetermined thresholds have been violated based on the combined aggregate evaluation.

2. (Canceled)

3. (Currently Amended) The method of ~~claim 2~~claim 1, wherein the selected metric and the at least one chosen metric~~for each group~~ are the same metric.

4. (Canceled).

5. (Currently Amended) The method of ~~claim 4~~claim 1, further comprising adjusting the combined aggregate evaluation in response to the evaluation criteria.

6. -7. (Canceled)

8. (Original) The method of claim 1, further comprising selecting the metric from one of a resource availability metric, a resource performance metric, a resource response time metric, a resource utilization metric and a memory utilization metric.

9. (Original) The method of claim 1, further comprising deriving the evaluation criteria from a service level agreement.

10. (Currently Amended) A method to aggregate availability across a plurality of resources, comprising:

forming groups of resources of the plurality of resources using a predetermined criteria comprising resources of a same type;

determining a total aggregate downtime for a group each group of resources of the plurality of resources during a predetermined time period, the predetermined time period being specific to each group;

adjusting the total aggregate downtime in response to an aggregation criteria for each group; and

determining a combined aggregate downtime for all groups of resources;

adjusting the combined aggregate downtime; and

determining one of an availability or an unavailability for the group of resources in response to an the adjusted total combined aggregate downtime.

11. (Original) The method of claim 10, wherein adjusting the total aggregate downtime comprises applying the aggregation criteria to any overlapping downtime between resources.

12. (Original) The method of claim 10, further comprising deriving the aggregation criteria from a service level agreement.

13. (Original) The method of claim 10, wherein adjusting total aggregate downtime comprises counting downtime in response to a preset number of resources in the group of resources being unavailable simultaneously.

14. (Original) The method of claim 10, further comprising defining the availability or unavailability for the group of resources as at least one of a percentage of total time the resources are available or unavailable during the predetermined time period, or a number of resources available or unavailable during the predetermined time period.

15. – 18. (Canceled)

19. (Currently Amended) The method of claim 10, further comprising defining the each group of resources as a static list.

20. (Currently Amended) The method of claim 10, further comprising defining the each group of resources as a dynamic list.

21. (Currently Amended) The method of claim 10, further comprising accounting for different time periods in adjusting the total combined aggregate downtime.

22. (Currently Amended) A system to aggregate evaluation of at least one metric across a plurality of resources, comprising:

a processor; and

an evaluator operable on the processor to form groups of resources of the plurality of resources comprising resources of a same type, determine an aggregate evaluation of a selected metric for a group each group of resources of the plurality of resources, to adjust the aggregate evaluation of the selected metric for each group in response to evaluation criteria where the evaluation criteria is specific to each group, determine a combined aggregate evaluation for all metrics and all groups of resources associated with each metric, and to

determine if any predetermined thresholds have been violated based on the combined aggregate evaluation.

23. (Original) The system of claim 22, further comprising a data source to store metric information from each resource of the group of resources.

24. (Original) The system of claim 22, further comprising a service level management database to store service level management information.

25. (Original) The system of claim 22, further comprising means for presenting the aggregate evaluation of the selected metric for the group of resources.

26. – 27. (Canceled)

28. (Original) The system of claim 22, wherein the selected metric is one of a resource availability metric, a resource performance metric, a resource response time metric, a resource utilization metric and a memory utilization metric.

29. (Original) The system of claim 22, wherein the evaluation criteria is derived from a service level agreement to adjust the aggregated evaluation of the selected metric.

30. (Currently Amended) A method to make a system to aggregate evaluation of at least one metric across a plurality of resources, comprising:

providing a processor; and

providing an evaluator operable on the processor to form groups of resources of the plurality of resources comprising resources of a same type, to determine an aggregate evaluation of a selected metric for a group each group of resources of the plurality of resources, to adjust the aggregate evaluation of the selected metric fro each group in response to evaluation criteria where the evaluation criteria is specific to each group, to determine a combined aggregate

evaluation for all metrics and all groups of resources associated with each metric, and to determine if any predetermined thresholds have been violated based on the combined aggregate evaluation.

31. (Original) The method of claim 30, further comprising providing means to determine an aggregate evaluation of at least one chosen metric for at least one other group of resources of the plurality of resources.

32. (Original) The method of claim 30, further comprising providing means to determine a combined aggregate evaluation of all chosen metrics and all groups of resources associated with each metric.

33. (Original) The method of claim 30, further comprising providing a data source to store metric information from each resource of the group of resources.

34. (Original) The method of claim 30, further comprising providing a service level management database couplable to the processor to store service level management information.

35. (Currently Amended) A computer-readable medium comprising at least one of an electronic medium, magnetic medium, optical medium, electromagnetic medium and a semiconductor medium having computer-executable instructions, the computer executable instructions when executed on a computer causing the computer to perform for performing a method, comprising:

forming groups of resources of the plurality of resources using a predetermined criteria comprising resources of a same type;

determining an aggregate evaluation of a selected metric for a group each group of resources of the plurality of resources, the selected metric being specific to each group;

adjusting the aggregate evaluation of the selected metric for each group in response to evaluation criteria; and

determining a combined aggregate evaluation for all selected metrics for all groups of resources; and

determining if any predetermined thresholds have been violated based on the combined aggregate evaluation.

36. – 37. (Canceled)

38. (Currently Amended) The computer-readable medium having computer executable instructions for performing the method of ~~claim 37~~claim 35, further comprising adjusting the combined aggregate evaluation in response to the evaluation criteria.

39. (Original) The computer-readable medium having computer executable instructions for performing the method of claim 35, further comprising selecting the metric from one of a resource availability metric, a resource performance metric, a resource response time metric, a resource utilization metric and a memory utilization metric.

40. (Original) The computer-readable medium having computer executable instructions for performing the method of claim 35, further comprising deriving evaluation criteria from a service level agreement.

41. (Currently Amended) A method to aggregate evaluation of at least one metric across a plurality of resources, comprising:

determining a total aggregate downtime of a group plurality of groups of resources, each group of the plurality of groups comprising resources of a same type;

determining one of a percentage of resources available or unavailable during an evaluation interval, or a number of resources available or unavailable during the evaluation interval; and

determining if the percentage of resources or number of resources available in aggregate exceeds a specified breach value.

42. (Original) The method of claim 41, further comprising defining availability characteristics on individual base metrics and breach values based on a service level agreement.

43. (Original) The method of claim 41, further comprising obtaining times of unavailability or availability for each resource in a service level objective.

44. (Original) The method of claim 41, further comprising adjusting for any schedule states in determining if a specified breach value is exceeded.